



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO

TO: All Transition Services Providers Participating in the Virginia Medical Assistance Programs

FROM: Cynthia B. Jones, Director  
Department of Medical Assistance Services

MEMO: Special

DATE: 12/21/2012

SUBJECT: Notification of Enhancements to the Reimbursement Process of Transition Services —  
*Effective January 1, 2013*

The Department of Medical Assistance Services awarded the Consumer Direction Vendor Fiscal/Employer Agent contract to Public Partnerships, LLC (PPL) through a competitive process. The contract will commence on January 1, 2013 and is for a 3-year period, with three optional 1-year renewal periods. The contract includes processing of provider reimbursement for transition services provided through the Money Follows the Person (MFP) Program, and the home and community based waivers. The purpose of this memorandum is to inform providers of the changes that will be made in the reimbursement process of transition services, beginning January 1, 2013.

## **WEB PORTAL ENHANCEMENTS**

PPL will implement a new web portal to provide ease of entering invoices for transition services, include statuses of approved/non-approved purchases, and provide the ability to manually generate an exception request for additional review of estimates.

## **NEW REQUIREMENT FOR ELECTRONIC FUNDS TRANSFERS (EFT)**

Effective January 1, 2013, Electronic Funds Transfer (EFT) will be utilized for reimbursement to all providers of transition services. Agencies are required to complete a Vendor EFT Authorization form found on the PPL website and submit it to PPL. Please visit PPL's website at <https://fms.publicpartnerships.com/VirginiaMFP/Home.aspx>.

## **NEW REQUIREMENT TO SUBMIT PURCHASE RECEIPTS**

Effective January 1, 2013, providers shall be required to submit purchase receipts by upload to the PPL web portal or by FAX for transition services items prior to reimbursement. PPL will continue to reimburse only allowable costs in accordance to 12VAC30-120-2010. All providers must continue to

retain copies of valid purchase receipts for submitted claims in the individual's record. Providers must ensure that individuals meet all requirements for transition services prior to reimbursement of purchases. Requirements include that an individual has a valid service authorization for the service, and for MFP participants, providers are required to submit the DMAS 222, DMAS 221, and DMAS 416 to the Division of Long Term Care by FAX at 804-612-0050. Forms can be found at the following site: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). Providers are required to maintain original copies of these forms.

## **TRAINING**

PPL will conduct regional training sessions to familiarize transition services providers with the enhancements to the web portal and make available additional training opportunities by web-ex for those who are unable to attend the in-person sessions. Please consult PPL's website for training dates and times at <https://fms.publicpartnerships.com/VirginiaMFP/Home.aspx>.

## **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information, including status, via KePRO's Provider Portal at <http://dmas.kepro.com>.

## **ELIGIBILITY VENDORS**

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. <a href="http://www.passporthealth.com">www.passporthealth.com</a> <a href="mailto:sales@passporthealth.com">sales@passporthealth.com</a> Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX <a href="http://www.hdx.com">www.hdx.com</a> Telephone: 1 (610) 219-2322	Emdeon <a href="http://www.emdeon.com">www.emdeon.com</a> Telephone: 1 (877) 363-3666
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## **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.